

**Volume XIII, No. 1****<http://cpoint-www.med.navy.mil>****January, 2007**

CO's Corner

Welcome to the New Year. I hope all went well for you and your families during the sometimes very hectic holiday season.

We at the hospital are all rested up and stand ready to meet the many challenges this year will place on us all. Some of these challenges include our transformation to a Naval Health Clinic, relationship building with our local healthcare network to ensure our community needs are met, and our continual optimization of the resources we have on board.

Please take the time to read the article on Access to Care and the importance of canceling appointments. This topic is very important. With limited resources, we cannot afford to lose a single opportunity to serve you.

So far this flu season, we have administered an impressive 2,857 vaccinations to our family members and retired beneficiaries. We continue to provide the vaccinations on a walk-in basis in the Family Care Clinic.

Lastly, I would like to put in a plug for Col Bottorff, the base Commanding Officer. He will be hosting a Town Hall Meeting on January 17th at the Base Theater. The time is still to be determined. The hospital will be represented, and this will be a great opportunity for you to address your concerns.

Have a safe and healthy New Year!

CAPT E. V. Valentin, MSC, USN

Increasing Access to Care at the Hospital: What You Can Do To Help

The most recent analysis of appointments at NHCP revealed an alarming number of appointments which had gone unfilled, mainly

due to patients not showing up for their scheduled appointments. Tabulating the totals showed this number to be more than 3,500 appointments last year.

Currently, 13% of our staff are deployed supporting the Marine Warfighter. This, combined with a local and national shortage of medical staff, has created a situation where we are struggling to meet your healthcare needs in a timely manner. One way we can increase our available resources is by not wasting them. This is where we need your help.

We understand events occur and schedules change beyond your control. We are asking that you call one of the below numbers to cancel your appointment as soon as you know you cannot make it:

Active Duty: (252) 466-0355/0356

All others: (252) 466-0921

This will give us the opportunity to recycle your appointment slot back through the call center for use by another beneficiary. The more time we have, the greater the chances we can find someone to fill the appointment.

In an effort to help reduce the rate of missed appointments it is Hospital Policy to send a letter of notification to the beneficiary on the first missed appointment. After the second missed appointment, the sponsor as well as the beneficiary is notified via letter mail. On the third and subsequent missed appointment, a notification letter is additionally sent to the sponsor's Command outlining the issues and proposing a plan of correction.

We are honored by the opportunity to provide for your healthcare needs and appreciate your help in allowing us to do so more efficiently.

New Year Resolutions

Research has shown that over 75% of New Year Resolutions are based on health and wellness. Please use the health promotion classes available at the hospital to help keep you on track to finally follow through on this year's resolution.

January Health Education Dates

Tobacco Cessation9, 16, 23, 30
Cholesterol/Nutrition 17
Diabetes Self Management4, 11, 18, 25
Weight Management **NEW** 9, 23
Class times and locations vary; please call
(252) 466-0921/6467 to sign up.

January Health Awareness Resources

Cervical Health Awareness Month
<http://www.nccc-online.org/awareness.php>

National Blood Donor Month
<http://www.aabb.org>

National Birth Defects Prevention Month.....
<http://www.marchofdimies.com>

National Glaucoma Awareness Month.....
<http://www.preventblindness.org>

Thyroid Awareness Month
<http://www.aace.com>

Dear Benefits Betty,

I am an active duty family member presently enrolled in Prime at Naval Hospital Cherry Point. We just found out that my sponsor is deploying. I am pregnant with my second child and plan to return to Wyoming to live with family for an extended period. When I called TRICARE, I was astonished to learn that Prime is not available where I will be living. What can I do?

*Signed,
Pregnant & Perplexed in Havelock*

BB: Dear Pregnant & Perplexed,

First off, if you are moving to an area where TRICARE Prime is not available, you will have to switch your coverage to TRICARE Standard. What does this mean for you? Well, for active duty family members, maternity care is covered at 100% as long as you see a TRICARE participating physician for your prenatal care. At the end of your pregnancy, you will only be responsible for about \$15 per day that you

spend in the hospital after birth. However, because you are enrolled in TRICARE Standard, your family will have to meet the annual deductible and be responsible for a 15% or 20% cost share of all outpatient medical care that is not maternity related. Some fairly inexpensive supplemental insurance policies are available which can provide additional coverage while your family is TRICARE Standard. Additional information regarding TRICARE coverage and supplemental policies can be obtained from www.tricare.mil or from the Health Benefits Advisors at Naval Hospital Cherry Point, (252) 466-0124.

Good Luck - Benefits Betty

January Word Search

U P F H Q M N T K Z P Y P A F
B Y E A G I F T S A K N G L W
H Q Q J T D V J F Y I J O C R
B X W I R M I X G V N E O A D
E N O M R O H O B Q L Y D T K
L S L J H Z L G R M S S O A N
L Q R P R O S T R Y M L O R T
S Z O O C S Z U H F H S L A B
P I N E Q Y E G T F Q T B C X
S O N W Q M M N H C U S P T G
D Y Q K O X C Y D L Z Y H L S
G P R E V E N T I O N M A T I
V X P T Q K L I Z J C U Y F O
N E N W C E J R P B C R Z P D
A X U X X W D A X O Q Q I P O
H P V A T T V J M N J Q F N J
T P D S T V W A G X J V B X E

BLOOD	CATARACT
DONOR	ENDOCRINE
GLAUCOMA	GYNECOLOGY
HORMONE	HPV
PREVENTION	THYROID

Hospital Vitals

Appointment Line (252) 466.0921
AD Appointments..... (252) 466.0355/56
Information Line (252) 466.0266
Nurse Advice Line..... 1 (866) 450.3230
Customer Service Line (252) 466.0367
Family Care Clinic M-F 0730-1630
Pediatric Clinic..... M-F 0730-1630
Evening Clinic..... M-F 1630-1800
Pharmacy..... M-F 0800-1700
Pharmacy Retail Pick Ups 0800-2000
Administrative Offices M-F 0730-1630
Emergency Room 24hrs / 7days
Laboratory Hours..... M-F 0730-1615

Comments or Suggestions? Use the
Interactive Customer Evaluation located
at <http://cpoint-www.med.navy.mil>

